NICHOLAS CAMPOS

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PROFILE

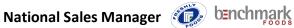
- Resourceful, organized and result oriented professional with 25 years of global experience in the Hospitality industry. Extensive experience in developing, opening and managing Hotels, Restaurants, Resorts & Franchises.
- A self-starter that works well independently and as part of a team.
- Hotel Management, Restaurant Management, Catering & Food Service, Branding & Marketing, Quality & Service Operational Development, Expert in Quick Service Restaurant Franchise Management.
- Experienced B2B and direct-to-consumer CPG Sales and Marketing Executive with a proven track record resulting in high return on investment and profitability to organizations.
- Profound knowledge of Profit and Loss management and financial reporting.

SKILLS HIGHLIGHTS

- Team Leadership
- **Customer Service**
- Staff Development
- **Account Development**
- **Complex Negotiations**
- Marketing and **Publicity**
- Operations

- Relationship Management
- Franchise Management

PROFESSIONAL EXPERIENCE



Freshly Frozen Foods, Dubai, U.A.E. Benchmark Foods Dubai, U.A.E.

February 2018 – June 2020 June 2017 – January 2018

- Started a food service division to orchestrate the financial growth with sales team, generating sales of US \$1.1 Million each month within a span of 18 months.
- Responsible for Strategic Account Planning, developed new business, increased account portfolio, retained customer accounts to achieve profitable sales growth.
- Established and adjusted selling prices by monitoring costs, competition, supply and demand.
- Build and maintain consultative business relationships with customers key decision makers at all levels contributing to customer relationship development and management.
- Recommended and launched new products successfully to market by improving product and service offerings, and increasing the company's product portfolio and bottom line through my experience of consumer and hospitality industry needs.
- Plan, coordinate and oversee national sales, promotions, trade shows and special events with sales team to improve sales, network various channels and operational target.
- Managed inventory; ensuring production levels are always maintained, working with our sales and operations team daily with reporting and reconciling of inventory.
- Motivated and guided sales team to meet customer demands, achieve revenue targets and evaluate payment history and collections.
- Reviewed business processes, financial statements, sales activity reports and performance data to measure and improve productivity and goal achievements.
- Reviewed progress and readjusted business success and objectives with the team based on the KPI and annual target.
- Responsible for the company's distribution and logistics system and service.

Resident Manager

JA Resorts and Hotels – Hatta, Dubai, U.A.E.

July 2014 – May 2017

- Provided leadership and strategic planning to all departments in support of our service culture as Brand Ambassador for the hotel.
- Worked closely with the hotel owners and key stakeholders to maximize operations and guest satisfaction.
- Secured new and repeated clientele; expanded the client base by planning and executing dynamic marketing and strategic innovative initiatives.
- Direct operations, budgets, sales & marketing planning, to ensure revenue targets are met and exceed profitability and business functions for the property.
- Managed overall guest experience, successfully handling high-profile guests that enhanced exposure for the
- Successfully championed and oversaw full hotel renovations over the span of 1 year, with continued flow of revenue, without disruptions to daily operations or inconveniencing guests.
- Directed the structured day-to-day operation by maintaining a visible presence, supporting the service team, being hands-on and establishing customer loyalty.
- Oversaw all aspects of business operations: human resources, staff training, purchasing and finance.
- Responsible for performance management focused on staff hiring and development, problem resolution, attendance, grooming and service excellence
- Took responsibility of occupational Health & Safety and fire regulation and other legal requirements.
- Managed and developed the Hotel Executive team to ensure career progression and their development.

Franchise Owner HOMBBURGER



Lick's Home Burgers and Ice Cream, Toronto, Canada

July 2010 - December 2013

Hotel Manager park inn

Park Inn by Radisson, Toronto, Canada (Pre-Opening Manager)

November 2009 – March 2010

Food & Beverage Outlets Manager



Valhalla Inn, Toronto, Canada

November 2006 - August 2009

Assistant Food and Beverage Manager

JA Bateaux Dubai- Dubai, U.A.E.

October 2004 - August 2006

Restaurants Manager Jumeirah HOTELS & RESORTS





Jebel Ali Golf Resort & Spa- Dubai, U.A.E. - Restaurants Manager Jumeirah, Hilton Beach Club- Dubai U.A.E. - Restaurants Manager September 2002 - October 2004 April 1997 - July 2002

PROFESSIONAL QUALIFICATIONS & TRAINING

- Certificate in Catering Services conducted by TOMCAT
- Completed Food & Beverage and Marketing courses, Oxford University, U.K.
- Smart Serve and Service Excellence Certified Tourism Essentials conducted by Ontario Tourism Education